



MANAGING AN AMERICORPS PROGRAM: A Program Director's Role

AmeriCorps Program Directors provide the management and leadership of local AmeriCorps programs. The Program Director is generally responsible for everything from recruiting AmeriCorps members to developing community partnerships. You should be prepared to play various roles and utilize a variety of skills to accomplish the tasks needed to operate a successful AmeriCorps program.

As an AmeriCorps Program Director you should make sure you have the following skills and experience:

- ✓ Ability to multi-task and meet various deadlines
- ✓ Comfort speaking in public
- ✓ Ability to work alongside and manage diverse personalities, abilities (including persons with disabilities), backgrounds and work styles
- ✓ Leadership skills
- ✓ Time management
- ✓ Basic AmeriCorps financial management
- ✓ Conflict resolution
- ✓ Report writing
- ✓ Stress management

GET THINGS DONE

- Achieve outcomes
- Make a difference in community
- Generate volunteers

SUPPORT TEAM TENNESSEE

- Participate in conferences and events
- Take statewide leadership role
- Don't consistently challenge Volunteer Tennessee

STRONG ADMINISTRATIVE SYSTEMS

- Strong timekeeping system
- Complete member files
- Accurate data collection on performance measures
- Timely member forms in eGrants
- High quality reporting
- Meet deadlines

- Website info updated

GREAT LEADERSHIP

- Program Director invested in program
- Program Director knows and understands Grant Terms and Conditions
- Adequate program staffing and good member supervision
- Contact Volunteer Tennessee with problems or questions
- Respond to Volunteer Tennessee requests
- Positive motivation (no burnout)
- Professional development

TRAIN MEMBERS WELL

- Pre-service orientation and ongoing member training
- Members know goals and objectives
- Members competent in service area
- Citizenship/civic engagement training
- Member identity
- Ethic of service

STRONG PROGRAM DESIGN

- Meet compelling need
- Incorporate community feedback
- Incorporate member suggestions for improvement
- Adapt to changing community needs
- Diverse corps

STRONG FISCAL SYSTEMS

- No audit findings
- Few compliance issues identified
- Strong grant application budget

KEEP MEMBERS HAPPY

- Quality member experience
- *Esprit de corps*
- Low member attrition
- Member morale/motivation
- Member recognition
- Few member complaints and grievances

STRONG EXTERNAL SUPPORT

- Supportive host agency
- Strong Board
- Adequate match
- Good partners
- Presence appreciated in community
- Collaboration with other AmeriCorps programs
- Sustainability